

1 (c) a. Wickwire's Understanding of Services Requested by Concord Technologies

RFP Section 3.3.3 a. A clear, concise discussion that shows reasonable understanding of the Services requested within this RFP.

Wickwire Solutions (WS) is prepared to deliver the comprehensive Resource Management Modernization Solution that meets Concord Technologies' (Concord) needs. Your requested services are in line with what we do for similar organizations with antiquated, disjointed, and expensive resource legacy systems. WS has helped organizations across the country transform their systems to web-based, fully integrated, cloud-hosted solutions that address and overcome similar challenges to Concord's.

WS understands the required scope of work and deliverables, and our solution will comply and provide all the products, services, and deliverables required in your RFP. Table 1.c.-1 in this section notes Concord's primary drivers for the Resource Update Project (RUP) as listed in your RFP and how WS delivers a long-lasting, flexible, and extensible solution.

How WS's Solution and Approach Deliver for Concord

For Concord, WS delivers RM™, our highly configurable product for Resource Tracking services. WS's RM solution offering provides Concord a web-based Resource Management system that is flexible, feature-rich, highly customer-focused, cost-effective, easy to use, and easy to maintain.

RM™ combines the value of both a COTS solution and the tailored features of a custom solution. Built on our Wickwire Framework™, we designed the COTS-based technology platform to evolve as our clients' needs evolve, minimizing the risk of technical obsolescence while significantly minimizing our clients' total cost of ownership.

Wickwire's Delivers Results for Oregon

- **Increased Customer Satisfaction** through easy to use, self-services and streamlined access to current, accurate account information.
- **Greater Operational Efficiencies** by shifting workload to users and enabling peak economic cycles without increasing staff.
- **Reuse of Configurable Products/Minimal Development** with off-the-shelf platforms that reduce development time and total cost of ownership and maximize efficiency and supportability.
- **Automated Workflow** leads to the adoption of self-service capabilities through strategically designed business logic and rules-driven forms and prompts that minimize manual intervention and human error, while also improving consistency.
- **A Flexible, Modern Technical Platform** that meets your current needs and supports your needs for Concord's future growth and change.

Our project approach gives you affordability, speed, and a low-risk implementation, with customization primarily through configuration, enabling WS to meet Concord's unique project requirements and timeline.

Our firm's success in implementing and supporting configurable, COTS-based solutions, and leveraging leading, open-source technology spans every project we implement. We build all our projects on the powerful capabilities of the Wickwire Technical Framework™, and our proven, configurable solutions take advantage of reuse for expedited delivery and development.

Currently, Wickwire is implementing RM™ for more than 10 Fortune 50 companies and 15 medium-sized companies (100+ employees). We include references from a cross section of our clients in *Volume 5: References and Past Performance*. We have never had a failed project since our firms' inception in 2010.

Wickwire stakes its reputation on delivering modern solutions composed of reusable, extensible services with existing assets that help our clients avoid reinventing the wheel while saving implementation time and reducing overall cost.

Practice Leaders with more than 20 Years of Experience. A highly experienced team personally designed this solution using best practices and lessons learned from successful RM implementations. They now lead our Resource Management Practice. These Practice leaders bring a depth of experience few can match as seen in our project list included in this section.

WS will apply the full breadth of our experience from across our firm to meet your requirements for a new, modern Resource Management system and supporting services in the timeline Concord requires. In summary, WS delivers the following for Concord:

RM™ Configurable Offering

The Wickwire RM™ solution is a configurable, modular, fully integrated, COTS-based solution based on 10 years of Resource Management industry experience, best practices, and lessons learned. RM™ provides the comprehensive, integrated Resource Management system required by Concord.

- **Composed of highly reusable, customizable components, RM™ represents the optimal balance** between a fully custom solution and an off-the-shelf solution. With RM™, we do not need to reinvent the wheel.
- **Our base solution already meets most of your requirements out of the box.** WS's flexible, robust application architecture sets the right foundation for software application services that correspond with the key activities of Concord's Resource Management program and is configurable to meet all your unique requirements.
- **RM™ is built on the Wickwire Framework™**, the technical foundation for all WS offerings, giving Concord the technical architecture that we have used with all customers and 10 years of industry experience – with NO project failures.

Secure and Compliant Hosting on a Stable Cloud Service

- We will host your new Resource Management System securely on the RM Services cloud with a Software as a Service (SaaS) model.